

Service Level Agreement 2016-17

Agreement Period	April 2016 – March 2017
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1.1 Provider organisation
Gwent Association of Voluntary Organisations (GAVO)
Address
Ty Derwen Church Road Newport
Contact
Name: Emily Forbes Tel: 01633 241573

AND

1.2 Commissioner
Monmouthshire County Council
Address
Contact
Will Mclean Head of Strategic Partnerships

Value of Grant	£9,878
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<p>Purpose of Award</p>	<p>A contribution towards GAVO's Core Service Delivery in Monmouthshire</p>
<p>Aim of GAVO</p>	<p>To improve the lives and opportunities of communities through partnership and collaboration</p>
<p>Overview</p>	
<p>GAVO is the largest County Voluntary Council in Wales with a footprint that extends across the local authority areas of Blaenau Gwent, Caerphilly, Monmouthshire and Newport.</p> <p>GAVO Vision Statement A society where communities, individuals, partner organisations and the third sector work together in a culture of equality, shared ownership, responsibility and support to build a sustainable future.</p> <p>GAVO Mission Statement To improve the lives and opportunities of communities through partnership and collaboration</p> <p>GAVO Values:</p> <ul style="list-style-type: none"> • CULTURE: GAVO values the contributions of the Board, Staff and Volunteers and operate in an environment of continuous improvement and reflective learning • IMPACT: GAVO seeks to maximise impact in everything undertaken to ensure that positive results are long lasting and far reaching • TRANSPARENCY: GAVO seeks to openly communicate in relation to decisions and practices which affect others • RESPECT: GAVO strives to have a positive regard for all individuals and an appreciation of equality, diversity and inclusion • COMPASSION: For GAVO means generosity, nurturing, empathy and being supportive • INNOVATION: For GAVO means being creative, responsive to change, 	

strategic and visionary

- **COMPETENCE:** For GAVO means valuing skill, knowledge, professionalism, commitment, diligence and encouraging professional development and growth
- **OPTIMISM:** For GAVO means belief in the power of hope, that promotes positivity and resilience with a firm belief in the potential for change

GAVO will uphold the organisation purpose, aims and objectives in fulfilling the terms of this Service Level Agreement.

Statement of Accountability

GAVO is held accountable by the following organisations for either its overall activities and performance, or for the activities and services as specified which in the case of third parties will be subject to separate agreements:-

Charity Commission
Companies House
Wales Council for Voluntary Action
Welsh Government
Monmouthshire County Council

Service Objectives and delivery

GAVO in the Monmouthshire area will –

- **Facilitate a thriving and sustainable third sector** through delivering infrastructure services that support the continued development of the third sector in maximising the outcomes of the sector;
- **Encourage active and involved citizens** through promoting and support volunteering;
- **Ensure effective engagement in policy** through contributing to policy development, including engagement work around the transition from Monmouthshire Single Integrated Plan to Wellbeing Plan and raising awareness of ambitions re: the Wellbeing of Future Generations Act with local third sector organisations; facilitating participation and representation to strategic partnerships via a Third Sector Network
- **Continue to maintain its effective working relationship with the Council by**
 - Providing GAVO representation to Monmouthshire Public Service Board, Programme Board and other relevant partnership meetings;
 - Leading a working group via the Programme Board to review the Compact Agreement in line with new Welsh Government Third Sector Scheme guidance;
 - Developing local Third Sector Representation to support sector leadership

and engagement in strategic partnership working and delivery.

Outcomes

GAVO's Strategic Plan 2015-18 defines 5 key strategic aims as:

Strategic Aim 1: GAVO will provide strong leadership to voluntary and community organisations and communities to increase their resilience and develop a thriving third sector

Strategic Aim 2: GAVO will use the principles of co-production to build connectivity, engagement and participation, empowering people and communities

Strategic Aim 3: GAVO will strengthen third sector voice and influence at a national, regional and local level

Strategic Aim 4: GAVO will champion volunteering and increase quality opportunities for volunteers

Strategic Aim 5: GAVO will continue to operate in a culture of collaboration as a pathway to sustainability

Performance Measures

Volunteers Placed	200
Good practice in managing volunteers	80
Website visitors	62000
Enquiries	2500
Trustee Enquiries	150
Trustee Events	2
Event participants	30
Funding advice enquiries	150
Funding events	3
Event participants	30
Funding obtained by groups	£100,000
Training courses arranged	25
Training course participants	200
New orgs / social ent developed	10
Strategic planning groups	20
Third Sector Networks / forums	4
Third Sector Membership	100

Monitoring and Reporting

Senior Representatives from GAVO will maintain regular contact with the Senior Partnership Manager or other contact officer nominated by Monmouthshire County Council.

GAVO will ensure that the contact officer is sent a copy of all notice of meetings, agendas and minutes of its GAVO Monmouthshire Local Management Committee and -

- GAVO staff reports
- Delivery Plan Key Performance Indicators (KPI) reports
- Delivery Plan narrative reports
- Bespoke reports linked to project and partnership processes

Governance

Internal Management

GAVO is a registered charity (Charity Number 1113558) and a Company Limited by Guarantee (Company Number 5590517).

GAVO hereby undertakes to comply in full with any requirements of charity and company law which might apply to its conduct and business.

Responsibility for the management of the GAVO is vested in the GAVO's Executive Committee, the membership and operation of which is laid down in its Memorandum and Articles of Association.

Financial Management

GAVO will ensure that there are full and proper internal systems and procedures in place for financial management. It will comply with the accounting and auditing requirements of the Charities Commission and Companies House.

Organisational Development

GAVO will endeavour to meet the training and development needs of its Trustee Board, employees and volunteers. GAVO produces a business and development plan which is reviewed annually.

Other

Status of Agreement

It is not the intention of either party that this agreement shall be legally binding and therefore neither party shall have any liability to the other for any failure to observe the terms of this agreement.

Termination of SLA

This is a one-year SLA, however, it can be terminated by either party subject to the submission of 6 months' notice in writing.

Relevant background documentation to the SLA

Welsh Government (2014) Third Sector Scheme
Monmouthshire Single Integrated Plan
Monmouthshire Compact (2011)
Third Sector Partnership Agreement 2016/17

Signatures to the agreement

Provider	
Name	
Designation	
Signed	
Date	

Commissioner	
Name	
Designation	
Signed	
Date	

